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Transcript Exhibit(s)

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1	DEFURE THE ARIZONA CORPC	RATION COMMISSION
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3	COMMISSIONERS Jeff Hatch-Miller, Chairman	
4	William A. Mundell	
5	Marc Spitzer	
6	Mike Gleason Kristin K. Mayes	
7	IN THE MATTER OF THE APPLICATION OF	Docket No. SW-03575A-04-0767
8	PALO VERDE UTILITIES COMPANY FOR AN EXTENSION OF ITS EXISTING CERTIFICATE.	
9	OF CONVENIENCE AND NECESSITY.	
10	IN THE MATTER OF THE APPLICATION OF	Docket No. W-03576A-04-0767
11	SANTA CRUZ WATER COMPANY FOR AN	Docket No. W-033/0A-04-0/0/
12	EXTENSION OF ITS EXISTING CERTIFICATE OF CONVENIENCE AND NECESSITY.	
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16	PRE-FILED DIRECT T	FSTIMONY OF
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18	TREVOR H	ILL
19	REGARDING PERFORM	MANCE BONDS
20	July 8, 200	05
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PRE-FILED DIRECT TESTIMONY OF TREVOR HILL

- Q: Please state your name and business address.
- A: My name is Trevor Hill. My business address is 22601 North 19th Avenue, Suite 210, Phoenix, Arizona.
- Q: By whom are you employed and what is your position?
- A: I am the President and CEO of Global Water Resources LLC ("GWR"), which owns and manages Palo Verde Utilities Company, LLC ("Palo Verde") and Santa Cruz Water Company, LLC ("Santa Cruz").
- Q: Is your educational background and work experienced summarized in Attachment "A" to your Direct Testimony
- A. Yes, it is.
- Q: Why are you filing this testimony?
 - During the Arizona Corporation Commission's ("Commission") Open Meeting on May 3, 2005 regarding Palo Verde and Santa Cruz's request for an extension of their CC&N, questions were raised regarding the need for maintaining the substantial bond required under Commission Decision No. 67240 (September 23, 2004) and which were incorporated in the recommended opinion and order before the Commission. However, the recommended opinion and order was approved as written regarding the bond requirement. Subsequent to the Open Meeting, Commissioner Spitzer filed a letter on May 10, 2005 in the dockets requesting the Hearing Division issue a Procedural Order to consider the merits of his proposal to reduce the bond requirement term from five years to two. On May 12, 2005, Chairman Hatch-Miller and Commissioner Mundell each filed a letter in the dockets responding to Commissioner Spitzer's letter. Chairman Hatch-Miller agreed with Commissioner Spitzer's proposal to reduce the term from five to two years, but stated that

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he thinks they should discuss the merits of the proposal at a future Commission Staff ("Staff") meeting. Commissioner Mundell stated that he believes it is appropriate to reevaluate whether the bond requirement is indeed in the public interest, but that the Commission must hold an evidentiary hearing prior to the Commission taking action to modify the bond requirement. He suggested the Hearing Division issue a Procedural Order establishing a discovery and briefing schedule, and that the parties present evidence to support their respective positions. I am informed that during the May 17, 2005 Staff meeting, the Commission voted to direct the Hearing Division to issue a Procedural Order scheduling an evidentiary hearing. In a Procedural Order issued June 2, 2005, Assistant Chief Administrative Law Judge Dwight D. Nodes ordered that a hearing be scheduled for July 20, 2005 and directed the parties to file testimony regarding their respective positions no later than July 8, 2005.

Q: What is the purpose of your testimony in this proceeding?

The purpose of my testimony is to provide a brief history of the bond requirement for Palo Verde and Santa Cruz and to explain that the reasons for the bond requirement no longer exist. I also discuss additional reasons why the bond requirement should be eliminated or reduced.

History of the Bond Requirement.

Q: What was the original bond requirement?

A: Originally, the Commission required Palo Verde and Santa Cruz to obtain performance bonds in the amounts of \$118,000 and \$82,000, respectively, as a condition of being granted the CC&Ns in Decision No. 61943.

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1	Q:	Why was the bond requirement a condition of the Commission granting the CC&Ns?
2	A:	The Commission expressed concern that Palo Verde and Santa Cruz were start-up utilities
3		and that neither the utilities nor Mr. Reinbold, the former President of the utilities, had any
4		prior experience in operating a public utility.
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6	Q:	Was the performance bond requirement ever modified by the Commission?
7	A:	Yes. The performance bonds were modified in Decision No. 66394 and again in Decision
8		No. 67240.
9		
10	Q:	How did the Commission modify the bond requirement in Decision No. 66394?
11	A:	In Decision No. 66394, the Commission ordered Palo Verde and Santa Cruz to put in place
12		increased performance bonds in a total amount of \$500,000 each.
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14	Q:	Why did the Commission order the performance bonds be increased in Decision No.
15		66394?
16	A:	The Commission stated that the increased bonds were to provide additional assurance that
17		customers will be protected. The Commission's chief concern was that Palo Verde and
18		Santa Cruz's operations could be affected by a \$61 million civil judgment entered against
19		Mr. Reinbold in Oregon. The Commission also continued to be concerned with the limited
20		experience of Mr. Reinbold and the utilities. Additionally, the Commission noted that Palo
21		Verde and Santa Cruz had initially failed to comply with the performance bond
22		requirement in Decision No. 61943, which resulted in the utilities having to seek a
23		retroactive reinstatement of their CC&Ns.
24		
25	Q:	Is Mr. Reinbold still involved with Palo Verde or Santa Cruz?
26	A:	No. GWR purchased all of the ownership interest in Palo Verde and Santa Cruz from
27		Phoenix Capital Partners and Phoenix Utility Management in a transaction that closed

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unbalanced, incomplete and inaccurate view of GWR's technical and managerial capabilities and experience. The Report focused on two of the most challenging projects encountered by Hill, Murray & Associates ("HMA"), an entity previously operated by three of the principals in GWR—myself, Mr. Commandeur, and Mr. Symmonds—without also showing the numerous successful projects HMA had completed. The Report's omission of key facts and reliance on unsubstantiated hearsay allegations and biased engineering reports could lead one to erroneously conclude that HMA failed to properly perform its duties.

Q: Have you previously addressed the issues with these projects?

Yes. I provided substantial detail on each of the projects in my direct pre-filed testimony dated May 14, 2004 ("direct testimony") and in my supplemental direct pre-filed testimony dated July 13, 2004 ("supplemental testimony"), filed in Docket Nos. SW-03575A-03-0586 and W-03576A-03-0586. My supplemental testimony rebutted many of the allegations contained in the Supplemental Report and provided a more complete picture of HMA's technical and managerial experience.

Subsequent to the Open Meeting resulting in Decision No. 67240, has GWR done anything further to address the Commission's concerns about its technical and financial ability to provide service?

The principals of GWR have met with Commission Staff and the Commissioners to provide additional information about GWR's operations and GWR's financial and technical ability to provide quality utility service. GWR believes that it has developed a productive working relationship with the Commission.

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Additional Reasons the Bond Requirement Should be Eliminated

Q: Why do you think the performance bond requirement should be eliminated?

Many reasons. First, I think Palo Verde and Santa Cruz have a demonstrated history of providing quality service to their customers. The initial concerns the Commission expressed regarding Palo Verde and Santa Cruz's inexperience have not come to fruition. The previous inexperienced owners no longer operate the companies. The financial risks associated with the previous owners no longer exist. Now, under GWR's managerial and technical guidance, Palo Verde and Santa Cruz have continued to expand to meet the growing needs of its service area while maintaining the high quality of service their customer have come to expect. We believe our track record — over the eighteen months that GWR has owned and operated the utilities — demonstrates our ability to meet the financial and technical challenges presented by the extraordinary growth in our service area.

Second, Palo Verde and Santa Cruz are now locally owned and operated by GWR, which is 100% investor managed. Our customers benefit from having the management and owners located in the same area as Palo Verde and Santa Cruz because we stay involved in the day to day operations and can quickly resolve any issues that may arise and identify areas that can be improved to better serve the changing needs of our customers. Additionally, because we are local, we understand the unique environmental needs of Arizona.

Third, Palo Verde and Santa Cruz have highly skilled utility personnel that GWR values and makes significant efforts to retain. By keeping Palo Verde and Santa Cruz's utility personnel in place, GWR ensures that customers will benefit from their knowledge.

Fourth, GWR is extremely well capitalized to provide needed infrastructure and upgrades for Palo Verde and Santa Cruz. This allows modernization and preparation for the future

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needs of customers at much lower costs, which in turn helps keep customer rates low and also ensures the best technology is being used to keep the process efficient and cost effective. The new ownership does not face the potential financial issues faced by the previous owner.

Finally, as noted above, Palo Verde and Santa Cruz have met and continue to meet all of the conditions imposed by the Commission as well as other regulatory bodies.

Commissioner Mundell indicated that he would like to hear evidence on the conduct of Palo Verde and Santa Cruz since the establishment of the bond. What have GWR, Palo Verde and Santa Cruz done since the Commission established the bond requirement?

GWR, Palo Verde, and Santa Cruz have engaged in a variety of activities to benefit its customers and to serve the public interest. I'll just provide a few examples of what GWR, Palo Verde and Santa Cruz have done since Decision No. 67240.

First, GWR, at the request of Commission Staff, GWR agreed to be appointed to act as the interim manager of Sabrosa Water Company ("Sabrosa"). GWR is assisting the residents of this small community after Sabrosa's owner abandoned the utility. GWR has assessed the problems with the Sabrosa operation and have taken proactive steps to reduce or eliminate the circumstances that have led to Sabrosa's current operational difficulties. That appointment also recognizes GWR's technical and managerial skills and ability to address challenging issues.

Second, GWR has also taken steps towards its goal of providing environmentally responsible water and wastewater services. For example, in an effort to help reduce dependence on potable water sources, GWR now requires developers to use reclaimed

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water for all outdoor uses and plans to broaden the use of reclaimed water on a regional basis.

Third, Palo Verde and Santa Cruz have continued to engage in community outreach to keep their customers informed of developments and to educate them on ways to conserve water. For the convenience of our customers, we recently added two new ways for them to pay their bills. We added an automatic debit program that customers can register for to pay their monthly bill automatically. We also added the ability for customers to pay their bill online with their credit card for a nominal fee.

Q: Anything else you would like to add?

> GWR remains committed to finding ways to provide better service to our customers from both the operation and administration level. A review of Palo Verde and Santa Cruz's operations this past year confirms that GWR has the financial, managerial and technical experience necessary to ensure customers are sufficiently protected. GWR will continue investing in and improving the regulated water and wastewater companies it owns and to the preservation of Arizona's precious water resources. The performance bond requirement simply is unnecessary.

Q: Does this conclude your direct testimony?

A: Yes.

BEFORE THE ARIZONA CORPORATION COMMISSION

JEFF HATCH-MILLER		
Chairman		
WILLIAM A. MUNDELL		
Commissioner		
MARC SPITZER		
Commissioner		
MIKE GLEASON		
Commissioner		
KRISTIN K. MAYES		
Commissioner		
IN THE MATTER OF THE APPLICATION OF)	DOCKET NO. SW-03575A-04-0767
PALO VERDE UTILITIES COMPANY)	
FOR AN EXTENSION OF ITS CERTIFICATE	- Ś. :	
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IN THE MATTER OF THE APPLICATION OF)	DOCKET NO. W-03370A-04-0707
SANTA CRUZ WATER COMPANY)	
FOR AN EXTENSION OF ITS CERTIFICATE)	
OF CONVENIENCE AND NECESSITY)	

DIRECT

TESTIMONY

OF

BLESSING NKIRUKA CHUKWU

UTILITIES DIVISION

ARIZONA CORPORATION COMMISSION

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LEGAL DIV. ARIZ. CORPORATION COMMISSION



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EXECUTIVE SUMMARY PALO VERDE AND SANTA CRUZ DOCKET NOS. SW-03575A-04-0767 AND W-03576A-04-0767

This testimony provides Staff's position as ordered by the June 2, 2005 Procedural Order regarding the performance bond requirement imposed on Palo Verde Utilities Company, L.L.C. ("Palo Verde") and Santa Cruz Water Company L.L.C. ("Santa Cruz") (collectively referred to as "The Utilities") by Decision No. 67240 (September 23, 2004) and Decision No. 67830 (May 5, 2005).

Staff's position remains the same as was recommended in the May 28, 2004 Supplemental Staff Report; which was subsequently adopted and clarified in the July 19, 2004 Settlement Agreement entered into with the Utilities and GWR, in which the Utilities and GWR agreed to Staff's recommendations. The ultimate obligation of the Commission is to protect the public interest. To that end, Staff believes that the imposition of the performance bonds with a total value of \$750,000 for each system for a period of at least two years from the effective date of Decision No. 67240; the requirement for the maintenance of the bonds until such time as the Commission approves a reduction request; and the requirement to provide evidence on a quarterly basis of the maintenance of the required performance bonds by filing of a letter of bond confirmation are reasonable conditions, to ensure the Utilities are conducting their business operations in a manner which will not compromise the interest of the customers.

Introduction

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- Q. Please state your name, business address, by whom and where you are employed and in what capacity.
- A. My name is Blessing Nkiruka Chukwu. My business address is 1200 West Washington Street, Phoenix, Arizona 85007. I am employed by the Utilities Division ("Staff") of the Arizona Corporation Commission ("ACC" or "Commission") as an Executive Consultant III.

Q. Please describe your educational and professional background.

I received a B.Sc. in Accounting and a M.B.A. in Finance from the University of Central Oklahoma. I was employed for over eight years by The City of Oklahoma City ("City") in various capacities. For approximately eight years of my employment with the City, I was an Administrative Aide with the responsibility of overseeing the various Environmental Protection Agency's mandates on Stormwater Quality within the Corporate City limits. Prior to being an Administrative Aide, I was a Budget Technician where I was responsible for reviewing, analyzing, and recommending budget requests and/or proposed budget, fund transfers, appropriations and/or any other budget related issues proposed by assigned departments. Prior to joining the Commission, I was employed by the Oklahoma Corporation Commission ("OCC") for five years in the Public Utility Division, where I held various Public Utility Regulatory Analyst positions of increasing responsibilities. My responsibilities at the OCC included processing of applications consisting of rates and charges, streamline tariff revisions and requests for Certificates of Convenience and Necessity filed by local exchange telecommunications companies, payphone providers, resellers, and operator service provides. I also reviewed mergers and acquisitions, Interconnection Agreements (including Arbitrations), and

Direct Testimony of Blessing N. Chukwu
Docket Nos. SW-03575A-04-0767 and W-03576A-04-0767
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performed special projects as requested by the Director of Public Utility Division and/or the Commissioners.

Q. How long have you been employed with the ACC?

A. I have been employed with the ACC since May 27, 2003.

Q. What are your responsibilities as an Executive Consultant III?

A. I perform special projects for the Director's Office which include, but are not limited to, serving on the case teams; development of policies and procedures for appropriate regulatory oversight of public utilities; and writing Staff Reports and Testimony.

Q. Have you testified previously before this Commission?

A. Yes, I have testified before this Commission.

Q. What is the purpose of your testimony?

A. The purpose of my testimony is to provide Staff's position as ordered by the June 2, 2005 Procedural Order regarding the performance bond requirement imposed on Palo Verde Utilities Company, L.L.C. ("Palo Verde") and Santa Cruz Water Company L.L.C. ("Santa Cruz") (collectively referred to as "The Utilities") by Decision No. 67240 (September 23, 2004) and Decision No. 67830 (May 5, 2005).

Q. Please describe Palo Verde and Santa Cruz.

A. Palo Verde and Santa Cruz are Arizona Limited Liability Companies ("LLCs"), in good standing with the Commission's Corporation Division, and engaged in providing wastewater and water utility services, respectively, in portions of Pinal County, Arizona.

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Background

customers in Arizona.

Q. Would you please describe the procedural history of the imposition of the performance bond?

The Utilities are wholly-owned subsidiaries of Global Water Resources, LLC ("GWR").

GWR is a utility holding company, formed as an LLC, and is engaged in the business of

acquiring utility companies. GWR's subsidiaries provide utility service to over 10,000

On August 18, 2003, the Utilities jointly filed an application in Docket Nos. SW-A. 03575A-03-0586 and W-03576A-03-0586 seeking to extend their Certificates of Convenience and Necessity ("CC&N") to various specified areas in Pinal County, Arizona. On February 5, 2004, the Utilities disclosed, through a Monthly Status Report filed pursuant to Decision No. 66394 (October 6, 2003), that Mr. Michael Reinbold had resigned as the president of the Utilities, and that GWR had acquired 100 percent of the Utilities' membership interests. On March 30, 2004, the Commission discussed the Recommended Opinion and Order on the extension request and directed the Hearing Division to conduct additional hearings regarding GWR's structure and qualifications. Subsequently, a Procedural Order was issued on March 31, 2004, requiring GWR to file, "at a minimum, the structure and qualifications of GWR, underlying ownership interests of other individuals companies, willingness to abide by reasonable ongoing oversight of GWR and the Utilities' operations, and other relevant issues related to the ownership and operations of Palo Verde and Santa Cruz." On April 14, 2004, the Utilities filed their testimony addressing the organizational structure and qualifications of GWR and on April 28, 2004, the Utilities filed articles of amendment to the LLCs naming Mr. Trevor Hill as the President and manager for the Utilities. On April 30, 2004, Staff met with Mr.

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Hill, President of the Utilities and informed him of Staff's concern that GWR/Utilities' April filing was non-responsive to a number of issues Staff had discovered in the course of reviewing GWR's acquisition of the LLC membership interests in the Utilities per the instruction of the Commission. Staff's review of GWR found that three of the principals in GWR, Mr. Trevor Hill, its President, Mr. Leo Commandeur, the Secretary and Treasurer, and Mr. Graham Symmond, its Vice President of Compliance, had all been previously associated with Hill, Murray and Associates, ("HMA") a wastewater facilities design and build firm based in Vancouver, Canada. HMA was responsible for the construction of two problematic treatment plants in Powell River British Columbia and Iqaluit, Nunavut. The same individuals were later employed by Algonquin Water Resources, and left its employment at the same time, in the fall of 2003. Staff informed Mr. Hill of its findings and requested he address the issues in the docket. On May 14, 2004, the GWR/Utilities filed the testimony of Mr. Hill and Ms. Cindy Liles addressing among other things, Mr. Hill's history in HMA. In order to provide assurance that customers will be protected, Staff recommended in its May 28, 2004 Supplemental Staff Report and clarified in a Settlement Agreement between the Utilities, GWR, and Staff on July 19, 2004, among other things, that Palo Verde and Santa Cruz be required to each post performance bonds with a total value of \$750,000 for each system and maintain the said bond for a period of at least two years and maintain the bonds until such time as the Commission approves a reduction request. On September 23, 2004, the Commission issued Decision No. 67240, which authorized the Utilities to extend their service territories to include approximately 600 acres consistent with the associated conditions required by the Commission. The conditions included, among other things, a requirement for the Utilities to increase their current performance bonds to \$750,000 each, maintain such bonds for a minimum of five years, and to provide evidence on a

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quarterly basis of the maintenance of the required performance bond by filing of a letter of bond confirmation. The Commission further required the Utilities to submit quarterly reports documenting compliance with all Arizona Department of Environmental Quality ("ADEQ"), Arizona Department of Water Resources ("ADWR"), and Commission requirements. The Commission also required GWR, the Utilities' parent company, to file an Acquisition Schedule describing each acquisition GWR makes in a utility. The Utilities and GWR were also ordered to notify the Commission of any proposed change in the ownership of their membership interests (including transfer or additional memberships), prior to execution, through filing of a Notice of Intent (which indicates the filing is made pursuant to Decision No. 67240). On January 27, 2005, the Utilities filed Proof of Performance Bonds ("Proof") in compliance to Decision No. 67240. On May 9, 2005, the Commission issued Decision No. 67830, in Dockets Nos. SW-03575A-04-0767 and W-03576A-04-0767, which authorized the Utilities to extend their service territories to include approximately 5,000 acres consistent with the associated conditions required by the Commission. The conditions included, among other things, a requirement for the Utilities to maintain their current performance bonds of \$750,000 each until at least September 23, 2009, (five years from the effective date of Decision No. 67240) and to provide evidence on a quarterly basis of the maintenance of the required performance bond by filing of a letter of bond confirmation. During the discussions of Docket Nos. SW-03575A-04-0767 and W-03576A-04-0767 at the Commission's May 3, 2005 Open Meeting, questions were raised regarding the need for maintaining the \$750,000 performance bond by the Utilities. By a Procedural Order issued on June 2, 2005, Staff was directed to file the instant testimony regarding its position on the performance bond requirement.

Direct Testimony of Blessing N. Chukwu Docket Nos. SW-03575A-04-0767 and W-03576A-04-0767 Page 6

Q. Have the Utilities posted performance bonds as required by Decision No. 67240?

A. Yes, as mentioned above, on January 27, 2005, the Utilities filed Proof of Performance Bonds in compliance to Decision No. 67240. The Proof included riders increasing the bonds issued by Travelers Casualty and Surety Company of America from \$368,000 to \$750,000 for Palo Verde (Bond No. 104367406) and from \$332,000 to \$750,000 for Santa Cruz (Bond No. 104367407).

Staff's Position

Q. What is Staff's position on the performance bond requirement?

A. Staff's position remains the same as was recommended in the May 28, 2004 Supplemental Staff Report; which was subsequently adopted and clarified in the July 19, 2004 Settlement Agreement entered into with the Utilities and GWR, in which the Utilities and GWR agreed to Staff's recommendations. The ultimate obligation of the Commission is to protect the public interest. To that end, Staff believes that the imposition of the performance bonds with a total value of \$750,000 for each system for a period of at least two years from the effective date of Decision No. 67240; the requirement for the maintenance of the bonds until such time as the Commission approves a reduction request; and the requirement to provide evidence on a quarterly basis of the maintenance of the required performance bonds by filing of a letter of bond confirmation are reasonable conditions, to ensure the Utilities are conducting their business operations in a manner which will not compromise the interest of the customers.

Direct Testimony of Blessing N. Chukwu Docket Nos. SW-03575A-04-0767 and W-03576A-04-0767 Page 7

- 1 2
- Is there any additional information that Staff would like to bring to the Court's Q. attention?
- 3 A.
 - Yes. According to the Utilities Division Compliance Section, the Utilities have no outstanding ACC compliance issues.
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- Does this conclude your direct testimony? Q.
- A. Yes, it does.